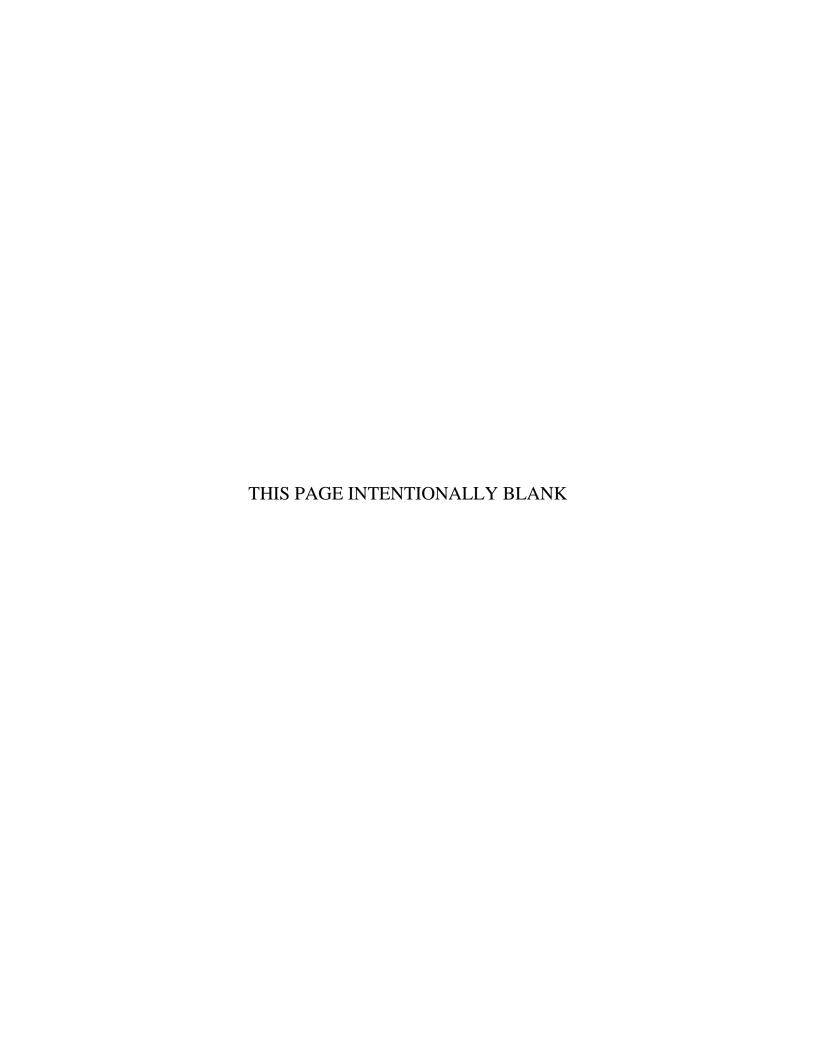# Defense Information Systems Network (DISN)
Video Services (DVS)

Video Teleconference Facilitator Certification Training Program Policy

11 July 2011

Defense Information Systems Agency
DISN Video Services Division (NS24)
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Purpose and Authority

Defense Information Systems Network (DISN) Video Services (DVS)
VTC Facilitator Certification Training Program Policy

Preface

Purpose:

The Defense Information Systems Network (DISN) Video Services (DVS) Training Program Policy establishes standards of performance required to certify a DVS video teleconferencing (VTC) facilitator. This Training Policy prescribes the policy, assigns responsibilities, and provides procedures for the conduct and administration of the technical evaluation and certification of DVS facilitators and associated support personnel.

Applicability:

This Training Policy applies to Department of Defense (DoD), Federal Government, sponsored Allied Governments, and Contractors operating Video Teleconferencing Facilities (VTFs) connecting to the DVS network.

Authority:

This Training Policy is published in accordance with the authority contained in DoD Directive 5105.19, Defense Information Systems Agency (DISA), dated 25 July 2006. The Director of DISA is vested with authority pursuant to DoD Directive 5105.19 to perform program management, operational direction, and to regulate such authority over DISA subsections as appropriate.

Facilitator Certification Training Program Authority

In accordance with (IAW) DISA Director Appointment, the Video Service Manager for DISA is the Chief of Video Services and is authorized to execute overall DVS management control and technical direction.

References:

The following references apply to this DVS VTC Training Policy.

DoD Directive 5105.19, Defense Information Systems Agency (DISA), dated 25 July 2006.

DVS Key User's Manual Annex F, dated September 2005.

DVS Level 1 VTC Facilitator Training Student Guide, dated 01 October 2009.

DVS Level 2 Facilitator Certification Course Student Guide, dated 01 July 2011.

DVS Centralized Training Facility SOP, dated October 2010.

Location of Glossary of Terms:

A list of abbreviations and acronyms referenced in this Training Policy is provided in Appendix C. References made to facilitators or students refer to employees of a command authorized to operate DVS-connected facilities, and references to customers refer to commands or agencies serviced by DVS.

Applicable Personnel:

Personnel assigned to operate, supervise, manage, or repair DVS-connected VTC facilities will require formal certification, as prescribed in this Training Policy. Facilitators unable to maintain evaluation and performance standards (see paragraph 3-6) will have their certification suspended and will require recertification in order to resume facilitator duties without direct supervision.

Responsibilities:

Responsibilities of DVS concerning the development, administration, delivery, and maintenance of the DVS VTC Facilitator Certification Training Program are contained in Chapters 1 and 2 of this document.

Relationship to Other Publications:

The practices, procedures, and methods herein have precedence over all previous publications within the functional area of DVS facilitator technical performance certification. DVS-connected facility facilitators will also be required to adhere to other applicable DISA and DoD publications, regulations, technical manuals, and technical orders that contain detailed and specific information necessary for regulated and efficient operations of DVS VTFs.

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Emily Burns
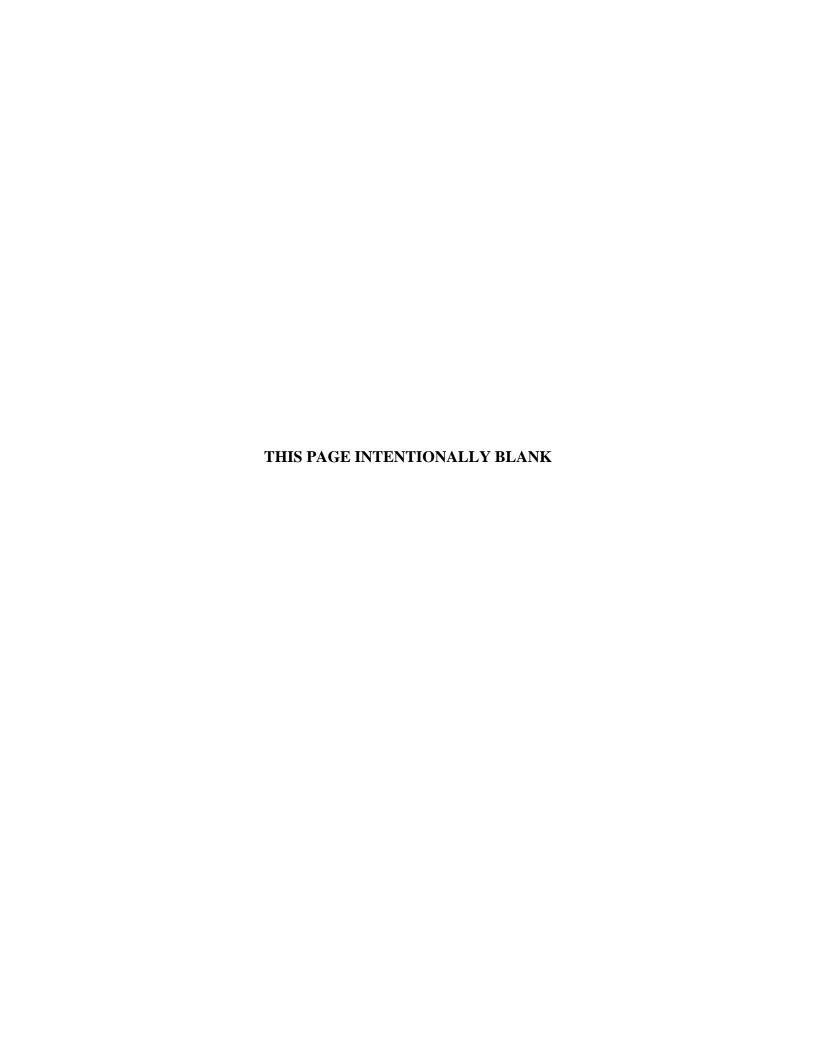Chief, DISN Video Services (DVS)

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CHAPTER 1. Overview of DVS VTC Facilitator Certification Training Program

1-1.   Background:

DVS provides video teleconferencing capability to registered DoD, Federal Government, sponsored Allied Governments, and Contract customers. VTC Facilitators are required to demonstrate the technical qualifications necessary to sustain DVS operations, to include conference scheduling, call setup, equipment configurations, troubleshooting, and management of DVS facilities. The Chief of DVS implements the Facilitator Certification Training Program. This program is designed to ensure that DVS facilities are staffed with highly qualified and certified facilitators that provide the best opportunity for a successful and trouble-free video teleconference.

1-2.   Facilitator Certification Training Program Authority:

The Director of DISA is vested with authority pursuant to DoD Directive 5105.19 to perform program management, operational direction, and to regulate such authority over DISA subsections as appropriate. DVS is the video transfer portion of DISN and falls under the purview of this authority. In accordance with (IAW) DISA Director Appointment, the Video Service Manager for DISA is the Chief of Video Services and is authorized to execute overall DVS management control and technical direction.

1-3.   Facilitator Certification Training Program Management:

The Chief of DVS maintains overall operational direction and management control of the Facilitator Certification Training Program. The Chief ensures that the various segments of DVS work together in the most effective manner to satisfy the validated customer community requirements.

1-4.   DVS Responsibilities:

DVS is responsible for developing and maintaining the operational management procedures for the Facilitator Certification Training Program. DISN Video Services' ability to successfully service its customers is directly related to facilitators adherence to the technical standards and operating procedures described in the certification program. The DVS Training Board, consisting of the DVS Chief, DVS Deputy, Operations Lead, Training Manager, and Director of the Centralized Training Facility (CTF), is responsible for analyzing and evaluating the performance of facilitators according to prescribed training and operational standards. DVS is responsible for approving facilitator certification standards and overseeing the administering of the certification training program.

1-5.   Facilitator Certification Training Program Positions and Functions:

DISN-managed and DVS-operated network hubs conduct day-to-day operations necessary to support DVS-connected facilities effectively. Government and Contractor Facilitators working at DVS-connected facilities are responsible for the conduct and quality of their local VTCs carried over the DVS network. DVS has instituted a facilitator certification training program to increase

the quality of VTC service to customers. Primary DVS control functions supporting the Facilitator Certification Program include overseeing the development and administration of the Level 1 course and the Level 2 Certification Course. The Chief of DVS has appointed a Training Manager and contract personnel for the day-to-day operations of the training certification program.

1-5-1. DVS Training Manager

The DVS Training Manager position is an additional duty and may be assigned to anyone working in a subordinate role to the Chief of DVS. The Manager is directly responsible for technical direction, maintenance, performance, and administration of the program. The Manager will ensure that DVS instructional support contracts include requirements for contractor certification where the contractor will be required to conduct facilitator certification instruction without direct supervision of the DVS Training Manager. The Manager is the direct communication link between DVS and contract personnel providing the certification training. The Training Manager and the CTF Director ensure that the DoD, Federal Government, and Contract Facilitators attending training adhere to the established policies, procedures, and standards set forth by the certification program. The DVS Training Manager is the first approving authority for changes, upgrades, and updates to the certification training program.

1-5-2. Contract Personnel

The contract personnel communicate directly with the DVS Training Manager. Contract personnel are responsible for instructional design, development, implementation, evaluation, and revision of certification training products. Contract personnel will maintain the daily operations of the CTF and the attending facilitator training, testing, evaluation, and certification procedures. They will update DVS training materials as required to comply with DVS directives and facilitator operational policies. They will provide contract deliverables and reports as prescribed by the contract statement of work (SOW). The contract personnel will provide Subject Matter Expert (SME) support to the Chief of DVS on technical and instructional matters as requested.

1-6. DVS Certification Program Objective:

The objective of the Certification Training Program is to ensure that each DVS-associated facilitator has the capability to perform DVS operations satisfactorily without direct supervision. The Chief of DVS, in recognition of the mastery of the technical skill sets required for DVS Facilitators, awards those who achieve the standards with a DVS VTC Facilitator Certification. Certified facilitators are responsible for ensuring the successful operation of DVS facilities, and maintaining their knowledge and skills to provide the highest quality possible to DVS customers participating in a video conference.

1-6-1. DVS Facilitator Certification

DVS facilitator certification is achieved by one of two methods: initial certification and recertification:

a. Initial certification is the process for uncertified personnel assigned to a DVS connected facility. DVS associated facilitators and support personnel earn their

certification by completing course evaluation standards administered by certified instructors in accordance with the guidance and procedures defined by the DVS approved training evaluation system at the CTF.

b. Recertification is the method by which certified facilitators maintain their present certification. Facilitators must recertify every five years to maintain their currency. Facilitators become certified by attending a Level 2 Certification Course and achieving the course standards as prescribed by the DVS approved training evaluation system at the CTF. In the event of a technology paradigm shift, either in equipment or operations, the Chief of DVS will notify the field of new requirements for recertification. Facilitators may, at their own request, recertify before the five years to maintain proficiency with new equipment, policies, or procedures. Decertified facilitators (paragraph 1-7) will attend recertification immediately following decertification.

1-6-2.   DVS Facilitator Certification Courses

There are two courses that lead to facilitator certification. The first course (Level 1) consists of introductory instruction containing an overview of the DVS System, VTC Equipment, Scheduling, Etiquette, Communications Security (COMSEC), and Troubleshooting. The second course (Level 2 Certification) consists of a much more detailed discussion of VTC Technical Data, Equipment, Conference Etiquette, COMSEC, and Troubleshooting with hands-on scenarios and training followed by written and performance examinations. The facilitator's scores on the written and performance examinations will determine if he or she is capable of performing the required facilitator tasks to be certified as a DVS facilitator. Course overviews for the Level 1 and Level 2 Courses are provided in Appendix A and B of this Training Policy. These appendices contain basic rules that include course prerequisites, registration, class schedules, attendance policy and attire, evaluation and testing standards, and a web-link to review course content.

a. Appendix A provides the content and criteria used to validate participation and completion of the Level 1 Course.

b. Appendix B provides the content and criteria used to validate participation and certification completion of the Level 2 Certification Course.

1-7.   Facilitator Decertification:

A facilitator will be decertified when his or her skills are demonstrated to be insufficient to meet the performance standards established by this Training Policy (see paragraph 3-6, page 3-2). Decertification may result from a recurring or special evaluation process conducted by supervisory personnel within the facilitator's direct chain of command. When a facilitator has completed a special evaluation, and has demonstrated his or her inability to control a VTC, the command may request to the Chief of DVS that the facilitator be decertified.

1-8.   Facilitator Failure to Certify:

Facilitators attending the Level 2 Certification Course will be given an examination consisting of three components: one written examination and two performance examinations (see Appendix

B). Facilitators who pass the written exam may take the performance examinations. If a facilitator fails to attain a passing written score, he or she will be retested before taking the performance examinations. A second failure on the written or a second failure on either performance exam eliminates the student from the course. Facilitators who fail to certify may re-register immediately to attend another certification course without retaking the Level 1 Course.

1-9.   Recertification:

There are two scenarios that require facilitator recertification. The first is decertification; the second is a lapse of certification.

1-9-1.   Job Performance Decertification

If a facilitator is decertified due to the job performance evaluation process, he or she must be recertified prior to resuming duties without direct supervision. The decertified facilitator will contact the CTF and have priority for scheduling. The CTF will be responsible for scheduling the facilitator for retraining, and be notified of specific deficiencies identified during the decertification process. To be recertified, a facilitator must attend and pass the Level 2 Certification Course.

1-9-2.   Lapse of a Facilitator's Certification

A facilitator will be decertified if his or her certification expires. A facilitator's certification will be considered expired when the date of certification is greater than five years old. The facilitator may continue his or her duties but must attend a recertification course within three months of the decertification date. If the facilitator is not recertified within the three month grace period, then the DVS Training Manager will advise the facilitator's chain-of-command that his or her certification is in default. To be recertified, a facilitator must attend and pass the Level 2 Certification Course.

1-10.   Training Requirements:

The intent of the Certification Training Program guidance is for facilitators to complete the Level 1 Course within four months of hire date or assignment as a facilitator, and successfully complete the DVS Level 2 Certification Course within four months after completing the Level 1 Course. The certification will be valid for a period of five years unless DVS notifies the field of new training or certification requirements.

1-11.   Proficiency Requirements:

Personnel assigned to a DVS VTC facility will be certified IAW the Training Policy within eight months of hire date or assignment. Facilitators who have not completed the Level 1 Course training will complete within four months of hire date. Facilitators who have completed the Level 1 Course training will attend a Level 2 Certification Course at the earliest possible opportunity, but not later than four months after completing the Level 1 Course. Facilitators assigned to leadership positions within DVS-connected facilities will maintain DVS certification currency. Facilitators assigned to DVS-connected facilities will achieve certification, maintain currency with VTC operations, and perform facilitator duties at least every month to maintain proficiency. The goal is for personnel assigned to DVS-connected facilities to be proficient and

certified in their respective facilities at the level established by DVS and their local chain-of-command.

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CHAPTER 2.   DVS Facilitator Certification

2-1.   Facilitator Certification Program:

The Chief of DVS has established the DVS Facilitator Certification Training Program to fulfill two objectives: to formulate facilitator performance criteria and to establish a technical appraisal and certification process for DVS VTC facilitators.

2-2.   Background:

DVS established a VTC Facilitator Certification Training Program based on service-connection error reports and comments from customers about less than optimal VTC experiences. This Training Policy outlines operational procedures and instructional tasks on how to develop certified facilitators for DVS-connected facilities.

2-2-1.   DVS Functions

DVS was designed to support the VTC segment of the DISN and provides several functions: point-to-point or multipoint VTC connections, classified and unclassified transmissions, and the establishment of regional hubs for conferencing support and connecting dissimilar networks and systems.

a.   Customer: Denotes a command or agency Video Teleconference Facility (VTF) serviced by DVS.

    (1) Dedicated Customer: A dedicated customer denotes a VTF that uses a dedicated transmission path to connect to a regional hub for all conferences (point-to-point and multipoint).

    (2) Dial-up Customers: A dial-up customer denotes a VTF that dials into a network. VTFs that are on the same network may be dialed directly without utilizing a hub (point-to-point conferences). VTFs not on the same network or with dissimilar CRYPTO equipment must utilize a hub to conduct a conference.

    (3) Internet Protocol Customers: An Internet Protocol (IP) customer denotes a VTF that uses an Internet Protocol transmission path to connect to other VTFs via point-to-point, or multipoint connections through a hub. The expansion of Internet Protocol for conferencing (H.323) is serviced by both Unclassified but Sensitive Internet Router Network (NIPRNET) and Secret Internet Router Network (SIPRNET) connections.

    (4) Hybrid Customers: A hybrid customer denotes a VTF that uses any combination of dedicated, dial-up, and Internet Protocol to connect to other VTFs via point-to-point, or multipoint connections through a hub.

b.   Classified and Unclassified Transmissions: The DVS Network has the capability to support Unclassified, U.S. Secret and Allied Secret bridging requirements to provide VTC services to global U.S. and Allied Forces.

c.   Centralized Hubs: Regional DVS Hubs are located worldwide and controlled from the Video Network Management Center (VNMC) in Dranesville, VA. Each hub contains numerous multipoint control units (MCUs) and assorted COMSEC equipment to support VTCs.

2-2-2.   DVS Situation

The growth and importance of the DVS Network continues with increased visibility and emphasis on conference call quality and completion. The workload and criticality of the system requires trained and certified facilitators who will provide the best opportunity for a successful conference.

2-2-3.   DVS Facilitator Evaluation Criteria

Facilitators assigned to DVS-connected facilities will attain a DVS certification. The performance standards for certification include those tasks essential to the operational effectiveness of a VTC facility. Specific performance criteria and standards for evaluating and certifying DVS facilitators are defined in Appendix B.

2-3.   DVS Facilitator Certification Training Program Description:

The DVS Facilitator Certification Training Program establishes a set of standardized and measurable skills, knowledge, and abilities for DVS facilitators. The goal of the program is to minimize facilitator errors, enhance the success of DVS conferences, and provide overall customer satisfaction.

2-3-1.   DVS Facilitator Certification Syllabus

The training program is based on two syllabi (Level 1 Course and Level 2 Certification Course) that systematically outline the technical knowledge that a facilitator will be required to master in order to achieve DVS certification.

2-3-2.   Technical Certification

The two courses (Level 1 and Level 2) comprise the certification process. The two courses and their relationship to the DVS facilitator position include:

a.   Level 1 Course is designed as an entry-level introduction to the DVS connected facility and VTC operations. The instruction focuses on a basic DVS overview, equipment, scheduling, etiquette, COMSEC, and troubleshooting.

b.   Level 2 Certification Course is designed to certify the facilitator. The instruction expands on many of the subjects discussed in Level 1, but in greater detail. The course contains numerous hands-on exercises including call initiation, COMSEC setup, configuration, operation, and conference call troubleshooting. Once each

facilitator completes the instruction he or she will be formally tested for the award of the DVS certification.

2-3-3.   DVS Facilitator Certification Examination:

The DVS facilitator certification examination will be a two-part process containing written and performance examinations.

a.   Written Examination: To verify the content knowledge of individual DVS facilitators, a written examination will be administered. The examination will contain multiple-choice test questions based on each subject module of the Level 2 Certification Course (see Appendix B).

b.   Performance Evaluation: To verify the individual operational proficiency of DVS facilitators, a series of hands-on tasks are administered. The tasks focus on VTC equipment and COMSEC operational skill sets (see Appendix B).

2-3-4.   Deploying Unit Special Request for Certification

Military Commands with or expecting deployment notification should make a special unit request through the DVS Training Manager and CTF Director for pre-deployment certification training. Military Commands should send VTC facilitators, assistant VTC facilitators, VTC supervisors, and supporting staff to Facilitator Certification Training prior to deployment. The CTF Director has many options for the pre-deployment training of personnel. The personnel may attend one at time, a few at a time, or the CTF Director may develop special classes for all VTC associated personnel of the deploying unit to attend at the same time. Units should get personnel certified as far out as possible before deployment.

2-4.   Facilitator Certification Training Program Management:

The Chief of DVS has final approval authority for the performance standards and criteria of the DVS Facilitator Certification Training Program. The Chief of DVS has authority to delegate the approval of the performance standards to the Training Manager and the CTF Director. Changes and updates to the program will be forwarded to the DVS Training Manager for review and approval.

2-5.   Certification Training Program Responsibilities:

The responsibilities for the Certification Training Program reside within DVS, specifically with the Chief of DVS and the Training Manager.

2-5-1.   Chief of DVS will:

a.   Maintain authority over the Certification Training Program.

b.   Delegate the award of facilitator certification to the CTF Director based on successful completion of the Certification Training Program.

c.   Arbitrate issues between DVS-connected facility chain-of-command and DVS, concerning facilitator certification, decertification, and recertification.

2-5-2.   DVS Training Manager will:

a.   Oversee the Certification Training Program with the CTF Director.

b.   Provide Certification Training Program updates and revisions developed by the contractor to the DVS Training Board and Chief of DVS.

c.   Monitor performance criteria and standards of facilitator certification.

d.   Monitor program syllabi to conform to changes in policy.

e.   Coordinate changes to certification, decertification, and recertification policies with the Chief of DVS.

f.   Work in conjunction with the contractor to develop the Level 1 Course and the Level 2 Certification Course yearly class schedules, and oversee registration of classes.

CHAPTER 3. Facilitator Certification Examination Standards

3-1. Program Administration:

DISN Video Services-Web Scheduler (DVS-WS) will document facilitator certification milestones. DVS-connected facility managers should ensure that facilitator duties are performed at a level commensurate with the developing facilitator's training and under the direct supervision of a certified facilitator. Facilitators must complete the Level 1 Course and the Level 2 Certification Course to be certified. The CTF, on behalf of the Chief of DVS, will issue the Facilitator Certification Certificate upon successful completion of the Level 2 Certification Course.

3-2. Request for Certification Training:

Requests for certification training will be through the DVS-WS website. The site allows registered DVS-WS users to sign-in and register for a class date.

3-3. Examinations:

3-3-1. Written Examination

The written examination will test a facilitators' knowledge of DVS facilitator tasks. The examination is comprised of multiple-choice questions and requires a minimum score of 80% before proceeding to the performance examination. Scores will be recorded and forwarded to the Training Manager. A facilitator who scores less than 80% on the written examination will receive one retest. A facilitator who fails the retest will not be permitted to move on to the performance examination and will fail to certify. Facilitators who fail to certify should be rescheduled for another Level 2 Certification Course as soon as possible.

3-3-2. Performance Examinations

The performance examination will test facilitator operational performance. The examinations are individual hands-on performance tests and require a minimum score of 80% on VTC and COMSEC equipment exams. Scores will be recorded and forwarded to the Training Manager. A facilitator who scores less than 80% will receive counseling from a member of the CTF staff on areas of weakness. After counseling the facilitator will be allowed a period of self-study prior to retesting. The facilitator will be allowed one retest. If the facilitator does not receive a passing score on the retest, he or she will fail to certify. Facilitators who fail to certify should be rescheduled for another Level 2 Certification Course as soon as possible.

3-4. Certification Records:

DVS-WS will document facilitator certification milestones utilizing the DVS Facilitator Certification database. Each student report will include, but is not limited to: Site ID that the student supports, facilitator experience level, facility/unit of assignment, e-mail address, mailing address of facility, contact phone number, level of training (Level 1 Course / Level 2

Certification Course), date and location of training, date of certification, and other events relevant to the training and certification process, for example, date recertification must occur to maintain currency.

3-5.   Certificate Issuance:

The Chief of DVS will authorize facilitator certification based on the recommendation of the CTF Director. The signatures of the Chief of DVS and Training Manager will appear on the Certificates. DVS issued facilitator certificates are valid until suspended, or a facilitator exceeds the five year recertification requirement. An example of a DVS Facilitator Certification Certificate is shown in Figure 1. DVS will maintain an official record of each facilitator certification identifying the date and location where the certification took place.

Figure 1 (Facilitator Certification Certificate)

3-6.   Decertification:

The facilitator's chain of command may request that a facilitator be decertified based on, but not limited to conditions listed below. Requests will be submitted to the Chief of DVS for review. If a facilitator is decertified, he or she may continue to perform duties under direct supervision. A facilitator may be decertified under conditions such as:

a. When there is evidence of substance abuse or inappropriate behavior.

b. A breach of security standards.

c. An inordinate number of facilitator controlled conference errors.

d. Continuous performance errors observed by a supervisor or customer.

e. Numerous verifiable complaints received from VTC customers.

3-7.   Recertification:

A facilitator may be recertified after completing the Level 2 Certification Course. Facilitators must be recertified every five years.

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APPENDIX A - Level 1 Course

A-1. Overview:

The Level 1 Course is a self-paced, asynchronous, non-secure, Internet based course. The course requires online registration through DVS-WS with valid User ID and password. The course is required before attending the Level 2 Certification Course.

A-2. Prerequisites:

Authorized personnel must be registered in the DVS-WS system and have a User ID and password to access DVS-WS and the training. Personnel participating in the Level 1 Course should have at least 12 months retainability as a VTC facilitator after completing the course. A security clearance is not required to participate in the training.

A-3. Purpose of the Course:

The Level 1 Course is a basic course designed to improve facilitator knowledge and understanding of the DVS conferencing network. It is the first step of a two-step facilitator certification process. The course provides basic knowledge of how and why a VTC works and the support tasks of a facilitator.

A-4. Course Content:

The content of the Level 1 Course is based on Joint Interoperability Test Center reports, DVS Metrics, informal interviews with DVS facilitators, Community of Interest (COI) Managers, VTC SMEs and personnel with DVS operational experience. The information was cross-referenced with the daily customer error reports to reveal deficiencies and define the training modules used in the course.

A-5. Level 1 Course Organization:

A-5-1. Defense Information Systems Network Video Services

The Level 1 Course is the responsibility of DVS.

A-5-2. Chain of Command

The academic chain of command consists of the Chief of DVS, Training Manager, and the Director of the CTF.

A-5-3. Instructors

The course is Internet based and self-paced for each student. The course is available from any web access computer 24 hours a day, 365 days a year. CTF instructors are available by email or phone to answer questions or clarify training content. Students are encouraged to seek guidance from the instructors regarding course academic questions.

A-5-4. Student Organization

Due to the online format, there is no student chain of command. The students are charged with their own day-to-day course administration.

A-6. **Course Attendance:**

Students will have 120 days from registering to pass the final exam.

A-7. **Course Maintenance:**

Training website maintenance is the responsibility of the CTF.

A-8. **Evaluation of Students:**

The Level 1 Course is designed to present a completion diploma upon submitting and passing the final exam. The final written exam is submitted to the CTF for grading. A passing score of 80% is required. Students not passing the exam may retest as many times required to pass. The annotation of the Certificate of Training Diploma in the student training data base is required before the student can register for the Level 2 Certification Course.

A-9. **Level 1 Course Registration Navigation:**

The Level 1 Course is Internet based and self-paced which allows students to attend either from work or home. The students must be registered with DVS-WS and have 120 days to complete the six modules and submit the online test.

A-9-1. DVS-WS Sign-in

Students not registered with DVS-WS may access a DD Form 2875 from the DVS-WS Login page. Fill out the form and follow the submission directions on the form. Students registered will access the DVS-WS page and enter their User ID and password. This takes you to the Home Page (Welcome Page).

A-9-1-1. **Welcome Page**

The Home/Welcome page should be checked frequently for Hot Topics and Tips of the Day.

A-9-1-2. **DVS Program Area on Welcome Page**

Students will select Training Opportunities under DVS Program Area. Students will then select the first link named Level 1 / Level 2 Facilitator Certification Training to register for the Level 1 Course. This page also contains training for Information Assurance Security Awareness and Scheduling.

A-9-1-3. **Training Opportunities**

Students registering for the Level 1 Course will select the "Click Here to Register for Level 1 Class" just below view upcoming CTF Schedule.

A-9-1-4. **CTF Class Registration**

Students will complete the sections that are applicable. There is only one online class listed in the Level 1 drop down. Select your experience level. There is no Standby Class. Fill in Emergency Contact, Commercial Phone, and Important Medical Information (if applicable), then select SUBMIT at bottom of page.

A-9-1-5.   CTF Class Registration Confirmation

This page thanks you for registering for the Level 1 Course. On the second line, select the highlighted <u>here</u> to view your information (see A-9-1-6).

A-9-1-6.   Training Opportunities (Current Registration Information)

This page shows your registration. The start date, end date, and time zone are generic. The student should select the highlighted <u>here</u> below the Current Registration information to proceed to the Level 1 Training page on the CTF website.

A-9-1-7.   DISN Video Services Centralized Training Facility

The student will start the course from this page. Read and Follow instructions.

A-9-1-8.   Return to Course and Completion

Students will return to the course through the same navigation pages describe above. They will not register, but go directly to the current registration page. Students will select the <u>here</u> link below current registration information to return to the CTF training page and continue the course work. Upon completion the student will submit the exam for grading. Students passing can print course diploma location at bottom of page.

A-9-1-9.   Course Critique

Each student will complete and submit an end-of-course critique. The critique is located on the home module page training page. The critique should include constructive comments and recommendations concerning the Program of Instruction (POI) and overall value and conduct of the course.

A-10.   Class Schedule:

The Level 1 Course is taught over the internet and is self-paced. The student has 120 days from registration to complete. The Level 1 ourse contains one end of course written exam. The course contains six modules and four appendices. A course instructional outline can be found at: http://dvstraining.prosoft.tv/

A-11.   Remedial Training:

Students are encouraged to email or phone instructors with questions during instructional periods for those areas they do not understand. Remedial training is at the discretion of the student. Self-paced remedial training is required should the student fail the online written exam.

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APPENDIX B - Level 2 Certification Course

B-1.   Overview:

The Level 2 Certification Course is available for registration only after completion of the Level 1 Course. The course is normally taught at the CTF in Williamsburg, Virginia. The Level 2 Course is deployable provided host commands can meet equipment and funding requirements. Commands should contact the CTF for deployable requirements.

B-2.   Prerequisites:

Department of Defense, Federal Government, sponsored Allied Governments, and Contractors authorized to function at DVS facilities may attend this course after completion of the Level 1 Course. Personnel should have at least 12 months retainability after completing the course. There is no security clearance required to attend this course.

B-3.   Purpose of the Course:

The Level 2 Certification Course is an advanced course that was designed to enhance a facilitator's knowledge and hone his or her skills in the setup, configuration, and troubleshooting of a DVS video teleconference. The facilitator is awarded a five year DVS VTC Facilitator Certification upon completion of the course.

B-4.   Course Description:

The content of the course is based on Joint Interoperability Test Center reports, DVS Metrics, informal interviews with DVS facilitators, COI managers, and personnel connected with DVS operations. The information was cross-referenced with the daily customer error reports to define the training modules used in the course.

B-5.   Faculty Organization:

B-5-1.   CTF Instructional Team

The Level 2 Certification Course is conducted by contract CTF staff instructors. The instructional classroom team is comprised of four certified instructors employed by the DVS selected contractor.

B-5-2.   Chain of Command

The academic chain of command consists of the Chief of DVS, Deputy of DVS, DVS Training Manager, and the Director of the CTF.

B-5-3.   Instructors

Each Level 2 Certification Course will have four instructors assigned to provide instruction and student mentoring. Students are encouraged to seek guidance from the instructors regarding course academic questions.

B-6.   Student Organization:

Due to the short duration of the Level 2 Certification Course there is no need for a student chain of command. The instructors are charged with the day-to-day classroom administration.

B-7.   Classroom Attendance:

B-7-1.   Course Schedule

Students will comply with the training schedule as described by the instructors on the first day of class unless otherwise changed by the instructional staff.

B-7-2.   Absences

The instructors may approve a routine absence of one hour on a case-by-case basis. The Director of the CTF must approve absences exceeding one hour. Absences in excess of one hour or accumulation of absences over one hour will be referred to the CTF Director for appropriate disciplinary action, and may be cause for student dismissal.

B-7-3.   Tardiness

When a student is tardy, he or she must report to the instructors upon arrival and state the reason for the tardiness. Disciplinary actions for tardiness are up to the discretion of the instructors. The instructors will ensure that tardiness does not become a problem. Those students who persist in being tardy will be referred to the CTF Director for appropriate disciplinary action, and their persistent tardiness may be cause for student dismissal.

B-8.   Classroom Attire:

Classroom attire will be civilian casual without headgear (no military uniforms). The instructors will ensure that students are in acceptable attire and will take appropriate action where dress and personal appearance are deficient. Repeated problems will be referred to the CTF Director.

B-9.   Maintenance of the Classrooms:

B-9-1.   Classroom Cleanliness

Cleanliness of the classroom is a shared responsibility. The students' role is to clean off their desktops, police up all loose papers around the classroom, and place trash in the trash receptacles located in the classrooms.

B-9-2.   Equipment Maintenance

Only instructors will address real world maintenance problems on the equipment in the training classrooms at the CTF. Students noticing equipment problems will contact an instructor immediately.

B-10.   Basic Rules of the Classroom:

B-10-1. Smoking Policy

Students and instructors may smoke during breaks; however, they may smoke only in designated smoking areas. Use of smokeless tobacco products during classroom instruction is strictly prohibited.

B-10-2. Appearance Policy

Students are responsible for maintaining their personal hygiene and appearance. Any actions resulting in a student's failure to comply with appearance or personal hygiene standards are up to the discretion of the instructors.

B-10-3. Classroom Etiquette

Students will not talk during classroom instructions except to ask questions or answer questions requested by the instructor. Students are not to converse with other students during an instructor's presentation. When working in small groups, students are encouraged to talk softly to avoid disturbing other groups.

B-10-4. Cheating Policy

Cheating will not be tolerated and is cause for immediate dismissal. The Level 2 Certification Course requires students to take written exams and perform individual exercises to a standard. The student's name will be forwarded to the DVS Training Manager for appropriate disciplinary review.

B-10-5. Food and Drink in Classroom Policy

If not specifically posted in the classroom, drinks and snacks will be allowed during lecture instruction. No drinks or food will be allowed when students are working in computer labs or VTC suites.

B-11.   Evaluation of Students:

B-11-1. Certification Awards

The Level 2 Certification Course contains written and performance testing. The Certification Award is presented upon successful completion of both the written and performance examinations.

B-11-2. Examinations

The Level 2 Certification Course contains two examinations. The first exam consists of a group of multiple choice questions. Students must answer a minimum of 80% of the questions correctly within 45 minutes prior to moving to the performance evaluation. The second exam is a performance examination. The performance examination contains two sub-components: hands-on equipment and hands-on COMSEC. Each sub-component must be accomplished within 20 minutes. Students must attain a score of 80% on both the hands-on equipment and COMSEC exams to pass.

B-11-3. Examination Appeals

Students may appeal exam questions or performance evaluations through the Director of the CTF. Students must provide instructional material from the course that supports their reason for appeal. Upon review, the CTF Director will make a ruling based on the evidence of the appeal. Students are encouraged to discuss test questions and answer selections with instructors.

B-12.   Academic Requirements:

B-12-1. Examination Scoring

Students must receive minimum scores of 80% on the written exam and on both the equipment and COMSEC exams to receive a certification. Students who fail to achieve a passing score on any of the examinations will receive counseling from one of the CTF staff to identify areas of weakness. The student will be given a period of self-study followed by a retest.

B-12-2. Retesting

CTF staff will only give one retest for each of the examinations. If a student fails to attain an 80% on the retest, he or she will not be allowed to continue and will not receive a certification. If a retest is required on either of the two hands-on exams, the student must attain minimum scores of 80% on the equipment and COMSEC to certify. If a facilitator fails to attain passing scores on either of the hands-on exams, he or she will not be allowed to continue and will not receive a certification.

B-12-3. Failure To Certify Counseling

Students who fail to certify will receive one-on-one counseling from a CTF staff member. The counseling will be both verbal and written and will contain the students test percentages and subject area concerns as well as comments from the CTF instructional staff. The CTF Director will sign the statement and provide the student with a copy. The appropriate CTF personnel will retain the original counseling statement with a third copy sent to the DVS Training Manager (see Figure 2, Counseling Statement).

B-13. Class schedule:

The Level 2 Certification Course is taught over a five-day period and is presented using five modules, four appendices, and ten round-robin hands-on training activities. The course contains a written pre-test, a final written test, and two hands-on performance evaluations. A course instructional outline can be found at: http://dvstraining.prosoft.tv/.

B-14. General Instructions:

B-14-1. Student Billeting

Students attending training at the CTF are responsible for making their own billeting reservations. The CTF welcome package online can assist with listing of hotels/motels in the area.
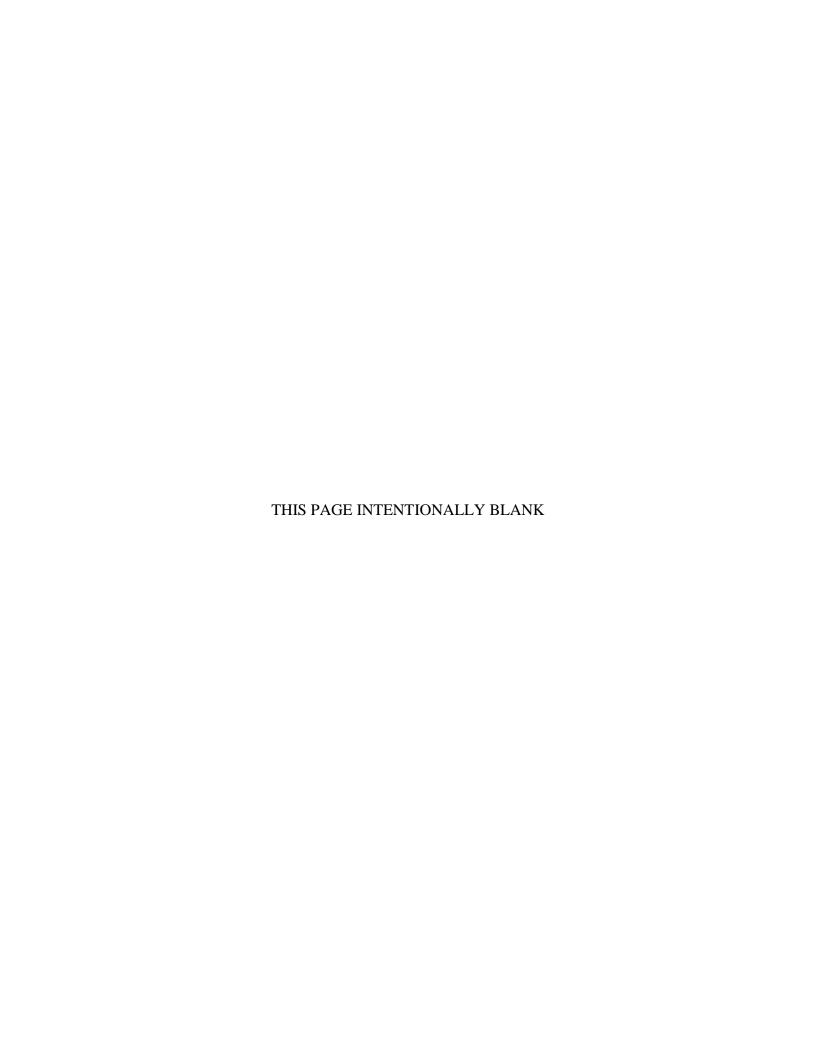
B-14-2. Training Dates and Curriculum:

Training time, dates, and curriculum are subject to change based on the number of students in a class, student progression during training, weather, and factors outside the control of the CTF.

B-14-3. Course Critique:

Each student will complete an end-of-course critique and present it to the instructors prior to receiving a DVS VTC Facilitator Certification Certificate. The critique should include constructive comments and recommendations concerning the POI, and overall conduct of the course.

Date:

TO:

From: DVS Staff

Subject: Non-Completion of Level 2 Certification Training

  1. The CTF Staff has identified the following areas as needing improvement.

Exam Type	Passing Score	Your Score	
		Test	Re-test
Written Knowledge Test	80%		
Hands-On Equipment	80%		
Hands-On COMSEC	80%		

2. The following are areas that the CTF staff recommends that you need to review prior to attending another Level 2 Certification Course.

Subject Area	Area of Concern	Remarks
Technical Data		
Equipment		
Standards		
Networks		
Interfaces		
COMSEC		
Troubleshooting		

CTF Support Staff _____ Date:

Acknowledge Receipt of Self Improvement Suggestions

Student's Signature _____Date:

Figure 2 Counseling Statement

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APPENDIX C - Glossary of Terms

COI	Community of Interest
COMSEC	Communication Security
CRYPTO	Cryptographic
CTF	Centralized Training Facility
DD	Defense Department
DISA	Defense Information Systems Agency
DISN	Defense Information Systems Network
DoD	Department of Defense
DVS	DISN Video Services
DVS-WS	DISN Video Services – Web Scheduler
IA	Information Assurance
IAW	In Accordance With
ID	Identification
IP	Internet Protocol
ISDN	Integrated Services Digital Network
MCU	Multipoint Control Unit
NIPRNET	Unclassified but Sensitive Internet Protocol Router Network
POI	Program of Instruction
QoS	Quality of Service
SIPRNET	Secret Internet Protocol Router Network
SME	Subject Matter Expert
SOP	Standard Operating Procedures
SOW	Statement of Work
VNMC	Video Network Management Center
VTC	Video Teleconferencing
VTF	Video Teleconferencing Facility